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Docket No.: 1330.1010

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the Application of:

Laurence HONARVAR

Serial No. 09/216,985

Group Art Unit: 3627

Confirmation No. 8897

Filed: December 21, 1998

Examiner: M.A. Cuff

For: SIMULTANEOUS CUSTOMER/ACCOUNT STRATEGY EXECUTION IN A DECISION
MANAGEMENT SYSTEM

AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

This Amendment is responsive to the Office Action mailed March 12, 2002, and the
Advisory Action mailed June 25, 2002.

IN THE CLAIMS:

Please AMEND the claims as indicated below:

- Sub C1*
1. (TWICE AMENDED) A computer-implemented decision management process for evaluating a customer of an organization having more than one account, comprising:
- B1*
- in a single pass, evaluating the customer and each of the accounts for a same product or service with the same strategy, accounts for different products or services being evaluated with different strategies; and
- taking an action in accordance with a result of said evaluating.
2. (NOT AMENDED) A process as in claim 1, wherein the customer and accounts are evaluated in accordance with customer data and account data, respectively, the process further comprising:

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03 FC:102
04 FC:103

252.00 OP
162.00 OP